

Your opinion is important to us.

Sharing your thoughts help us improve our services.



“Have your say”

Have a concern?

Clients and family member of CMHA Kenora may direct any feedback to branch administration and management by talking to the service provider or a staff member.

Voice your concern either verbally or in a written format. Verbal complaints will go to the team leader, or executive director and noted in the client file. A client/family member can send a letter which will be reviewed by the privacy officer and executive director.

A written response will be provided within 30 days of receiving the complaint and will outline steps to resolve the issue.

We take your concerns seriously and will make every effort to address the situation and resolve the issue as quickly as we can.

For more information: <https://www.cmhak.on.ca/index.php/client-complaints>



Canadian Mental
Health Association
Kenora
Mental health for all